

Transfer Stormwater Bill to Water Bill

Process Change:

1. Instead of one bill per year for single family residential at \$28.08, rate payers would pay \$4.68 every two months on the water bill.
2. Instead of non-single family residential rate payers paying twice a year, they would pay one-sixth of their annual rate as an add-on to the water bill.
3. Some rate payers would still be billed separately (Large commercial, mismatches, Woodfin Water Customers, possibly tenant occupied homes)

Benefits:

- Increases collection rate from 94% to 98 %
- Customer convenience
- Reduces duplication of administrative costs
- Reduces postage costs
- New utility billing system will facilitate change in process (MUNIS)
- Improves cash flow
- Alignment of billing for fees – Water, MSD, Recycling and Stormwater

Challenges:

- Educating the rate payers
- Matching water accounts to stormwater accounts (some stormwater accounts will need to be billed separate from the Water Bill)
- Educating staff to respond to questions
- Continue stormwater billing during interruptions in water service

Net Increase in Revenues: \$69,000 (attached analysis)